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65 Oakland St.**Brighton, Mass. 02135 (US)**Inventor: **Perlow, David K.****15 Mt. Lawny Lane****Merrimack,****New Hampshire 03054 (US)**Inventor: **Peters, Daniel G.****18 Kern Dr.****Nashua,****New Hampshire 03060-4252 (US)**Inventor: **Storch, Eric J.****M4 Snow Circle****Nashua,****New Hampshire 03062 (US)**(74) Representative: **Altenburg, Udo, Dipl.-Phys. et al****Patent- und Rechtsanwälte****Bardehle . Pagenberg . Dost . Altenburg .****Frohwitter . Gelssler & Partner****Galileiplatz 1****D-81679 München (DE)**(54) **Method and apparatus for remote service of a host system.**

(57) A remote service facility (RSF) unit is integrated into the operating system of the host system being supported. The RSF unit utilizes a standard generic menu interface system (GMIS) unit through which a user can enter different types of commands which results in the display of a number of menu sequences for configuring how the different independently controllable components of the RSF unit will operate in performing remote support functions. The components include a problem detection and reaction component, a system action component and a callback component, each of which operatively couple to the GMIS unit. The components are integrated in a predetermined manner so that collectively, they carry out remote support according to the way in which they were configured.

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